WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Work Support Programs

TO: **Economic Support Supervisors**
         Economic Support Lead Workers
         Training Staff
         Child Care Coordinators
         W-2 Agencies

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SUBJECT: **OFFICE CHANGE CODING FOR CHILDREN FIRST (CF), WELFARE-TO-WORK (WtW), AND WORKFORCE ATTACHMENT & ADVANCEMENT (WAA)**

CROSS REFERENCE: BWSP Operations Memos 00-62 & 00-73.

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to clarify the appropriate use of the Office Change (OC) completion code for the non-eligibility (NE) Work Programs – Children First (CF); Welfare-to-Work (WtW); and Workforce Attachment and Advancement (WAA). Through the use of scenarios, this memo lays out the circumstances under which the OC (Office Change) completion code should be used in completing individuals from any one of the NE programs.

BACKGROUND

Completion codes for all 3 non-eligibility programs are entered on WPWI. Along with entering a completion reason code, workers must enter an effective end date for the completion.

The OC completion code was designed to facilitate the following two types of changes in WP office:

1.   An eligibility program (W2 or FSET) is ending but the NE program will remain open; or,

2. A WP individual open in a non-eligibility program is changing WP offices due to the creation of a pending referral for an eligibility program (W2 or FSET). This can be a change in an office within the same county (such as from FSET to W2 or vice versa); or a change from one county to another county (such as from an FSET office in county 1 to the FSET office in county 2).

> **Note:** It is not necessary to use the OC code to post an office transfer.

GENERAL FUNCTIONALITY OF THE OC CODE

The OC code is not a valid completion code in terms of serving as a final completion reason from any of the NE programs. For each NE program, a CARES reference table contains the values of the completion codes - TWCR for CF, and TWWT for WtW and WAA. For each code in the tables, an indicator identifies whether a particular reason code is valid or not.   Only the OC code is identified as not valid. Thus, as a "dummy" completion code, it will allow a worker to post a completion without interrupting the episode of non-eligibility program participation. In this way, the OC code is vital in creating accurate and reliable participation reports.

In general, anytime an individual open in a NE program is completed with the OC code, any subsequent referral to work programs will cause the NE program to open. The OC code works by "suspending" participation in the NE program until a WP referral is created, at which time the status indicator for the NE program (this can be viewed on WPWI) is automatically set to open with the original begin date intact.

When the OC code is used in an appropriate manner, a continual episode of non-eligibility participation is maintained. When a referral to a different WP office is created prior to posting the code (pending referral is created), or when a referral to a different WP office is created after the OC code has been posted, the OC code ensures that the non-eligibility program will be automatically set to open. However, workers must not use OC code to anticipate a future episode of non-eligibility program participation. As the following scenarios depict, the OC code should only be used when participation in the NE program is on-going.

COMMON SCENARIOS

The following scenarios describe the most common instances in which it will be necessary to use the OC code.

LEAVING W2 OR FSET & STILL OPEN IN NE PROGRAM

W2 scenario:

An individual is open in W2 and a NE program. The W2 program is ending but the individual will still continue in the NE program. In this situation the NE case manager will use the OC code to complete the individual from the NE program and then enter an effective end date. Any activities on WPCH must be completed. The W2 case manager can now disenroll the individual from the W2 office. The NE case manager must now create a new RFA for the appropriate NE program and process CRWP. A new referral will now be generated to the W2-type office and on WPWI the NE program indicator will be set to open. The NE case manager will have to enroll the individual on WPEN and re-post any components using WPCS.

FSET scenario:

An individual is open in FSET and a NE program. FSET is ending but the individual will continue to be served in the NE program only. In this situation the NE case manager would use the OC code to complete the individual from the NE program. Any activities on WPCH must be completed first. After the OC code is entered, the FSET case manager can now disenroll the individual from the FSET office using WPDS. Under this situation no pending referral was created, thus once the disenrollment from the FSET office is entered, the NE case manager must create a new RFA for the NE program and process CRWP. This will now generate a referral to the W2-tpye office for the NE program and the NE program indicator will be set to open on WPWI. Since the individual will be open only in the NE program, the NE case manager can now enroll the individual in the W2 type office (using WPEN) and post activities on WPCS.

LEAVING W2, BEGINNING FSET & OPEN IN NE PROGRAM

An individual is open in W2 and a NE program. W2 is ending but the person will become mandatory for the FSET program. Once AIWP is processed for the referral to the FSET office, a pending referral is created. The NE case manager now needs to complete the individual from the NE program using the OC code and enter the effective end date. Any activities on WPCS must be completed.   Once this is completed, the W2 case manager will disenroll the individual from the W2 office using WPDS. The pending referral for FSET now becomes a current referral. The NE case manager will notice that once the disenrollment occurred from the W2 office, the appropriate NE program indicator on WPWI was reset to "O" open, with the original Begin Date intact. The FSET case manager can now enroll the person in the FSET office and activities can be posted on WPCS.

LEAVING FSET, BEGINNING W2 & OPEN IN NE PROGRAM

An individual is open in the FSET office and a NE program. FSET is ending but the individual will now be mandatory for W2. Once AIWP is processed as mandatory for W2, a pending referral for the W2 office is created. The NE case manager now will use the OC code to complete the individual from the NE program in the FSET office, completing activities on WPCH first. The FSET case manager can now disenroll the individual on WPDS. Once this is completed the pending referral for W2 now becomes a current referral. The NE case manager will notice on WPWI that the indicator for the NE program is reset to open with the original begin date intact. The W2 case manager can now enroll the individual in W2 and the appropriate activities can be posted using WPCS.

OPEN IN NE PROGRAM ONLY, FSET REFERRAL IS CREATED

An individual is open in a NE program only and is served under the W2-type office in the county. The person now applies for and is found eligible for FS. An FSET referral is generated to the FSET office in the county (pending referral is created).   The individual will continue in the NE program but since an FSET referral is now created, the individual must be served in the FSET office. After ending all components open for the NE program, the NE case manager will use the OC code to post the completion for the NE program in the W2 type office and enter an effective end date. The worker then disenrolls the individual on WPDS. The pending referral for the FSET office now becomes the current referral. Once the FSET referral becomes current, the worker will notice on WPWI that the NE program indicator has been set to open. Once the FSET enrollment has occurred, the NE worker can re-post the appropriate actives using WPCS.

PENDING REFERRAL CREATED IN ANOTHER COUNTY, STILL OPEN IN NE PROGRAM

An individual is open in an eligibility program, such as FSET, and a NE program. The individual now moves to a different county and will continue to receive FS and begin participation in the FSET program of the new county. The FSET worker in the new county processes a mandatory referral on AIWP. An alert is generated to the FSET worker of the old county to disenroll the individual. Since the person will continue in the NE program of the new county, the NE worker of the old county uses the OC code to complete the individual and enters an effective end date on WPWI. The FSET worker of the old county can now disenroll the individual. Once completed, the pending referral for FSET in the new county now becomes a current referral. On WPWI, the program indicator for the NE program is set to open. Once the individual is enrolled in the FSET program of the new county, the NE worker in the new county can post appropriate activities on WPCS.

Note: It is possible that in the new county, the NE program in which the individual was partici-atng will not be in operation. Some counties do not offer the full range of NE programs. Children First, for instance, is not operated statewide.

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     Note: Email contacts are preferred. Thank you.

DES/BWSP/CARES/KC